

COMMISSIONERS
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BRENDA BURNS
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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

May 20, 2014

2014 MAY 21 AM 9 09

To: Docket Control

RE: EPCOR Water Arizona, Inc. *AAWC - Customer Comments (SEWER) **ORIGINAL**
Docket No. WS-01303A-14-0010

Please docket the attached 5 customer comments OPPOSING a rate increase.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAY 21 2014

DOCKETED BY

A handwritten signature in black ink, appearing to be "EPL", written over a rectangular box.

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116251

Date: 5/19/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Dan & Charlotte

Carr

Account Name: Dan & Charlotte Carr

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-01303A-14-0010*****

From: charlotte carr [mailto:

Sent: Monday, May 19, 2014 10:38 AM

To: Carmen Madrid

Subject: EPOR Proposed Sewer Rate Increase

Dear Commissioners,

I and my fellow citizens of our community are outraged over the proposed sewer rate increases by EPOR. There is no justification for such a ridiculous rate increase. If they unable to control their costs, it is time for a new vendor. The economy has not been this bad since the great depression and many of the people living in this community have seen their retirement incomes shrink. A proposed 50% increase in sewer fees at times like these is highly suspicious and an immoral act against senior citizens. It is time to end what ever entanglement you have with EPOR and find someone who can provide sewer service at a competitive rate. My guess is there are other companies out there that would jump on this. Please stop the rate increase and dump EPOR. I am also contacting local and state representatives for assistance in fighting this rate increase and prompt them to investigate what prompted such an outrageous action against a captive senior community.

Thank you,

Dan Carr

Los Logos

Fort Mohave, AZ

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116251

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116280

Date: 5/20/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Bill & Nancy

Fillpot

Account Name: Bill & Nancy Fillpot

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-01303A-14-0010*****

From: Bill Fillpot [mailto:

Sent: Tuesday, May 20, 2014 12:21 AM

To

Subject: Proposed Sewer Fee Hike, Fort Mohave

Dear
Commissioners,

We are writing to you today in reference to a rate hike proposed by Epcor, for the Mohave Waste water District. I am asking that you deny this request for the following reasons.

We live in a small subdivision known as Los Lagos in an area of Fort Mohave that is served by two different utilities, Epcor for sewer, and Bermuda Water Company for water.

We are charged a flat rate for sewage by Epcor, which amounts to \$56.67 per month, with no consideration as to how much waste water we put into their system.

My yearly average water consumption is very low. Epcor is charging \$56.67 per month, I would hope that you agree, that is quite expensive to get rid of and treat a very small amount of wastewater. It currently cost more to get rid of wastewater than to get drinking water, which makes no sense.

Now they are asking for a rate increase which could increase our monthly charge by \$20 to \$25, according to their estimate.

I just cannot see how anyone can justify with good conscience charging around \$80 dollars per month (to mostly

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

senior citizens) for dumping a small amount of wastewater into their system.

We sincerely hope that common sense will prevail here and that they will find another way to recover their "costs".

I understand Bullhead City only charges about \$32 monthly for their sewer fees.

For your consideration,
Thank You.

Bill and Nancy Fillbot

Fort Mohave AZ 86426

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116280

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 116286

Date: 5/20/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Bob**

Hungerford

Account Name: Bob Hungerford

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone: /

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-01303A-14-0010*****

Subject: EPCOR proposed rate increase

May 19, 2014

From a concerned EPCOR customer.

A proposed over 50% rate increase in your services is as Ludacris as the proposed \$15/25 minimum wage increase for fast Food workers.

We are retired (snowbirds) and moved to your area to escape for six months the winters up north. Also we enjoy the excitement of the area. We only use your service for four to six months a year. If anything else, snowbirds should get a refund for only using the system part time.

Arizona has no Arizona residence rates on boat tabs or fishing/hunting licenses for us that elect to have out of state driver's licenses. Even though we pay Arizona property taxes and have AZ identifications.

If you look at the license plates while driving in the area, many are out of State. We bring out of State revenue into the area which sustains the life and jobs of many local residence.

Why do you think EPCOR needs more profit, when many are barely hanging on as is.

Respectably,

Bob Hungerford
Senior Electrical Engineer
Boeing Co. Everett WA.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Retired

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116286

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116287

Date: 5/20/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Sheila

Miller

Account Name: Sheila Miller

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-01303A-14-0010*****

May 20, 2014

Dear Commissioners:

I am writing this to express my concern regarding the fifty percent increase of our waste water (sewage) in Fort Mohave Arizona.

Epcor water representatives stated in a public meeting they are not making enough profit for their employees, operating cost, etc..

Epcor purchased the water company from American Water. Isn't this the third proposed increase since their purchase?

Our entire community strongly protest this increase. This is a retirement community with many snow birds and the majority of us live on fixed incomes. Why should we pay more for our waste water than the water we drink to sustain our lives.

The Fort Mohave Indian council charges Mohave Valley residents only \$32.00 a month for waste water, quite a difference in pricing than paying \$59.00 a month to Epcor. Plus we are looking at another increase which is insane.

We hope your commission can prevent Epcor by raping us the customers, by refusing their proposal of an increase.

Please address this very disputing increase as soon as possible.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Sheila Miller

Fort Mohave, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116287

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116294

Date: 5/20/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Norman & Margaret Robinson

Account Name: Norman & Margaret Robinson

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-01303A-14-0010*****

From:

Sent: Tuesday, May 20, 2014 12:01 PM

To:

Subject: Hike in water for Fort Mohave

We are very discussed that Epcor Water is trying to raise our sewer fees. Why should everyone around us only pay 1/3 of Bullheads fees and other communities. Most of us living in this area are retired and a larger part are only here a few months out the year. If Epcor can't afford to operate on this amount maybe they should sell it back to American Water.

Norman & Margaret Robinson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116294

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM
